



Expected Practices

Subject: eConsult Patient Record Documentation

Date: December 1, 2012

Purpose:

Department of Health Services (DHS) expected practice for documenting eConsult activity in the patient medical record.

Expected Practice:

eConsult is a HIPAA-compliant, web-based portal used as a communication tool between primary and specialty care providers to facilitate the care of their patients. When utilized, eConsult activities are considered part of the DHS Medical Record, including attachments. All patient information found on eConsult should be included or documented in the patient's DHS Medical Record as described below.

This Expected Practice was developed to fulfill the DHS mission to ensure access to high-quality, patient-centered, and cost-effective health care. It is guided by real-life practice conditions at our facilities and complements existing DHS Policies and Procedures.

1. The Provider who is submitting an eConsult, or the Specialist who is seeing an eConsult referred patient, will perform one or more of the following:
 - a. Record in the progress notes that an eConsult has taken place at the time of eConsult submission or at the point of the specialty clinic visit.
 - b. Print a copy of the eConsult dialogue and other relevant information from the eConsult portal and place it within the section of the chart designated for consult reports. If this is performed only at the conclusion of the eConsult dialogue, option "a" above should also be employed.
 - c. Print a copy of the eConsult dialogue and other relevant information from the eConsult portal and scan it into an electronic chart. In this case the paper printout would be disposed of in a HIPAA compliant manner. If this is performed only at the conclusion of the eConsult dialogue, option "a" above should also be employed.